



## Hearing Aid Dispensers Bureau

### Consumer Concerns

CONSUMER INFORMATION SHEET 3

The Hearing Aid Dispensers Bureau was created to protect consumers through its education and the licensing and enforcement functions. It is through licensure and the potential of suspension, revocation, or other disciplinary actions that allows the Bureau to take steps in enforcing the laws and regulations pertaining to Hearing Aid Dispensers. Most of the Bureau's actions result from written complaints filed by California consumers.

#### Filing a Complaint

- Request a complaint form from the Department's Consumer Information Center at (800) 952-5210, or
- Complete and submit an on-line complaint form at [www.dca.ca.gov](http://www.dca.ca.gov).
- Provide all information that is requested on the form, including stating the exact nature of the complaint.
- Attach to your complaint a copy of the purchase agreement and any other documents that relate to the transaction.
- Sign and date the complaint form and mail to the Department's Complaint Mediation Center that is closest to you:

Sacramento: 400 R Street, Suite 5200  
Sacramento, CA 95814

Hayward: 2030 W. Winton Ave.  
Hayward, CA 94545

El Monte: 1180 Durfee Ave. Suite 125  
South El Monte, CA 91733

Riverside: 3737 Main Street, Suite 650  
Riverside, CA 92501

***The California  
Department of  
Consumer  
Affairs —  
promoting and  
protecting the  
interests of  
California  
Consumers.***